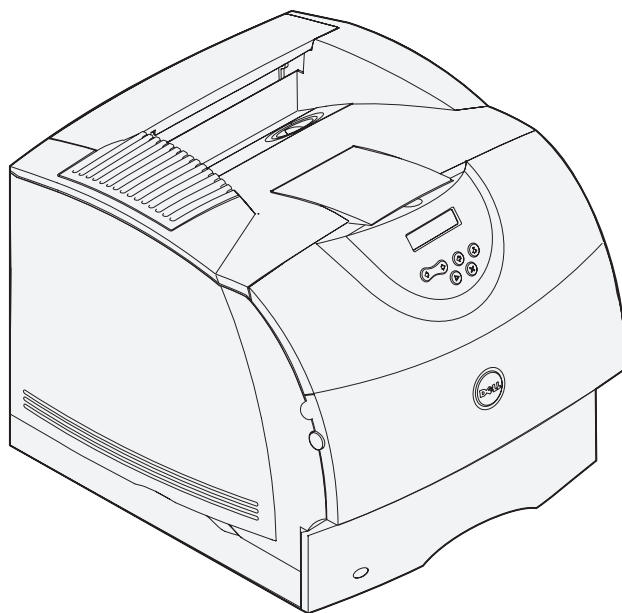


Dell™ Workgroup Laser Printer M5200

# Owner's Manual

## Look Inside For:

- Network Printing
- Installing Printer Drivers
- Installing Memory Cards
- Loading Paper
- Using Your Printer



# Order toner cartridges

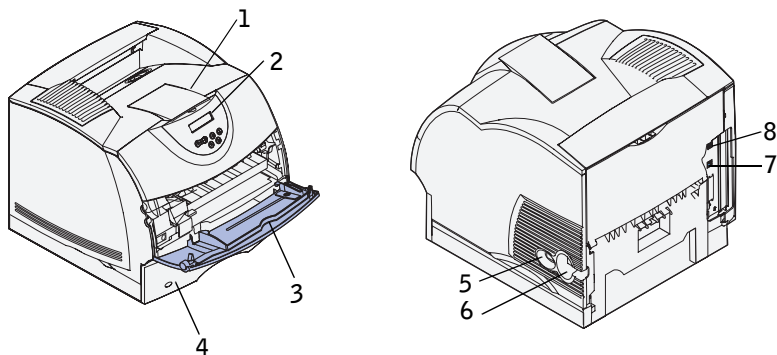
Dell™ toner cartridges are available only through Dell. You can order toner cartridges online at [www.dell.com/supplies](http://www.dell.com/supplies) or by phone.

---

<b>USA</b>	877-465-2968 (877-Ink2You)
<b>Canada</b>	877-501-4803
<b>Mexico</b>	001-800-210-7607
<b>Puerto Rico</b>	800-805-7545
<b>UK</b>	0870 907 4574
<b>Ireland</b>	1850 707 407
<b>France</b>	0825387247
<b>Italy</b>	800602705
<b>Spain</b>	902120385
<b>Germany</b>	0800 2873355
<b>Austria</b>	08 20 - 24 05 30 35
<b>Netherlands</b>	020 - 674 4881
<b>Belgium</b>	02.713 1590
<b>Sweden</b>	08 587 705 81
<b>Norway</b>	231622 64
<b>Denmark</b>	3287 5215
<b>Finland</b>	09 2533 1411
<b>Switzerland</b>	0848 801 888

---

# Dell™ Workgroup Laser Printer M5200



1	Standard output bin	5	On/Off switch
2	Operator panel	6	Power cord connector
3	Multipurpose feeder	7	Ethernet port
4	Standard tray (500 sheets)	8	USB port

If you purchased additional options, for example, paper trays, a duplex unit, or an envelope feeder, refer to the *User's Guide* (**Start → Programs → Dell Printers → Dell Laser Printer M5200 → User's Guide**) for installation instructions.

# Notes, Notices, and Cautions



**NOTE:** A NOTE indicates important information that helps you make better use of your computer.



**NOTICE:** A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



**CAUTION:** A CAUTION indicates a potential for property damage, personal injury, or death.

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## **FCC emissions information**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. Refer to the *Drivers and Utilities* CD for details.

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## **CAUTION: SAFETY INFORMATION**

Use the following safety guidelines to help ensure your own personal safety and to help protect your system and working environment from potential damage.

- Your product uses a laser.

 **CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.**

- Your product uses a printing process that heats the print media, and heat can cause certain media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting appropriate print media to avoid the possibility of harmful emissions.

 **CAUTION: If your product is not marked with this symbol , it must be connected to an electrical outlet that is properly grounded.**

- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed to meet safety standards with the use of specific Dell-authorized components. The safety features of some parts may not always be obvious. Dell disclaims liability associated with use of non-Dell-authorized components.



SECTION 1

# Set up for network printing

---

Selecting your printer network setup

Attaching locally to a print server

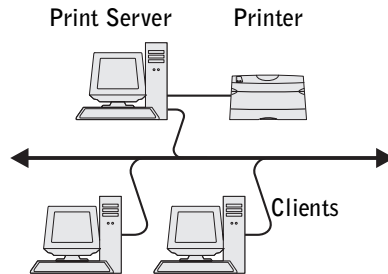
Attaching directly to the network (print server)

Attaching directly to the network (no print server)

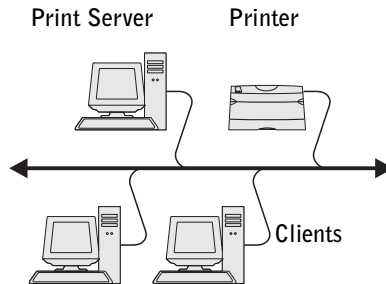
# Selecting your printer network setup

Determine your network setup from the three options below.

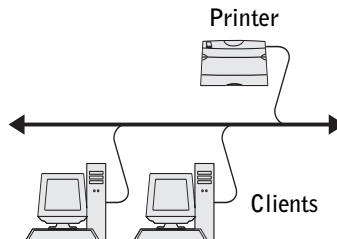
- 1 Attach your printer to a print server (or other computer) with a USB cable. Go to page 13 for instructions.



- 2 Attach your printer directly to the network with an Ethernet cable, with the print server managing the print queue. Go to page 20 for instructions.



- 3 Attach your printer directly to the network with an Ethernet cable (no print server). Go to page 23 for instructions.



# Attaching locally to a print server

If you are connecting the printer to a print server with a USB cable and want to share the printer with multiple users on the network, use this method. In this section you will:

- Complete the Microsoft Plug and Play Wizard.
- Set up the queue on the print server.
- Install printer drivers for all clients connected to the print server.

## Complete Microsoft Plug and Play Wizard

When you turned on the printer and print server, the Found New Hardware Wizard screen appeared.

Use the table below to find instructions for the operating system on the print server.

Computer operating system	Go to page...
Windows XP	13
Windows 2000	14
Windows Me	14
Windows NT	15
Windows 98	16
Windows 95	17
Linux	18
Novell	18

## Using Windows XP

- 1 Insert the *Drivers and Utilities* CD into your computer.  
The Wizard automatically searches for an appropriate driver.
- 2 Scroll through the list of drivers until you see D:\drivers\win\_2000\dkaag1da.inf selected in the Location column. Instead of **D:** \ you will see the letter of your CD-ROM drive.
- 3 Click **Next**.

The wizard copies all of the necessary files and installs the printer drivers.

- 4 Click **Finish** when the software is installed.
- 5 Go to “Set up the queue on the print server” on page 18.

### Using Windows 2000

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.
- 2 Select **Search for a suitable driver**, and then click **Next**.
- 3 Select **Specify a location only**, and then click **Next**.
- 4 Browse to the location of the printer driver on the *Drivers and Utilities* CD.

**D:\Drivers\Win\_2000\**

Replace D:\ with the letter of your CD-ROM drive (for example, type **D:\** where *D* is the drive letter of your CD).

- 5 Click **Open**, and then click **OK**.
  - 6 Click **Next** to install the driver that is displayed.
- D:\Drivers\Win\_2000\dkaag1da.inf**
- 7 Click **Finish** when the software is installed.
  - 8 Go to “Set up the queue on the print server” on page 18.

### Using Windows Me



**NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

You must install both a USB port driver and a custom print driver.

- 1 Insert the *Drivers and Utilities* CD.  
The Wizard automatically searches for the USB driver on the CD and installs it.
- 2 After the USB port driver is found, click **Finish**.
- 3 Select **Automatic search for the best driver (recommended)**, and then click **Next**.  
The wizard searches for a printer driver.

- 4 Select your printer and driver from the list on the screen, and then click **OK**. Use the following table to identify the driver for your language.

<b>If your computer uses this language</b>	<b>Select the driver from the list</b> <b>(Replace the D:\ in the table with the letter of your CD-ROM drive)</b>
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF

- 5 Click **Next** to install the printer driver.
- 6 Click **Next** to complete installation.
- 7 Use the default printer name (for example, Dell Laser Printer M5200) or type a unique name for your printer, and then click **Next**.
- 8 Click **Yes (recommended)**, and then click **Finish** to print a test page.
- 9 After the test page prints, click **Yes** to close the window.
- 10 Click **Finish** to complete the installation and close the wizard.
- 11 Go to “Set up the queue on the print server” on page 18.

### Using Windows NT



**NOTE:** USB support is not available for Windows NT operating systems.



**NOTE:** You need administrative access to install printer drivers on your computer.

- 1 Insert the *Drivers and Utilities* CD.
- 2 Click **Install the printer for Use on this Computer only (Personal Installation)**.  
When all the files are installed on your computer, the Congratulations screen appears.
- 3 Click **Finish** to complete the installation and close the wizard.
- 4 Go to "Set up the queue on the print server" on page 18.

Using Windows 98



**NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

You must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer and computer, the Add New Hardware Wizard screen appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.
- 2 Select **Search for the best driver for your device (recommended)**, and then click **Next**.
- 3 Select **CD-ROM drive only**, and then click **Next**.
- 4 After the wizard finds the USB port driver, click **Next**.
- 5 When the USB port driver is installed, click **Finish**.

The wizard prompts you to search for new drivers.

- 6 Click **Next** to search for a printer driver.
- 7 Select **Search for the best driver for your device (recommended)**, and then click **Next**.
- 8 Select **Specify a location only** and browse to the location of the printer driver on the *Drivers and Utilities* CD.

Use the following table to identify the driver for your language.

If your computer uses this language	Select the driver from the list  (Replace the D:\ in the table with the letter of your CD-ROM drive)
English	D:\DRIVERS\WIN_9X\ENGLISH
French	D:\DRIVERS\WIN_9X\FRENCH
German	D:\DRIVERS\WIN_9X\GERMAN
Italian	D:\DRIVERS\WIN_9X\ITALIAN
Spanish	D:\DRIVERS\WIN_9X\SPANISH

- 9 Highlight the driver, and then select to install the **updated driver (recommended)**.
- 10 Click **Next**.
- 11 Click **Next** to complete installation.



- 12 Use the default printer name (for example, Dell Laser Printer M5200) or type a unique name for your printer, and then click **Next**.
- 13 Select **Yes** to print a test page, and then click **Finish**. All the necessary files are installed on your computer.
- 14 After the test page prints, click **Yes** to close the message window.
- 15 Click **Finish** to complete the installation.

## Using Windows 95



**NOTE:** USB support is not available for Windows 95 operating systems.

When you attached the parallel cable and turned on the printer and computer, the Update Device Driver wizard appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.  
If a system-compatible driver is found on your operating system, the Wizard installs it.  
If no compatible system driver is found on your operating system, click **Other Locations**.
- 2 Browse to the location of the printer driver on the *Drivers and Utilities* CD, and then click **OK**.

Use the following table to identify the driver for your language.

If your computer uses this language	Select the driver from the list (Replace the D:\ in the table with the letter of your CD-ROM drive)
English	D:\DRIVERS\WIN_9X\ENGLISH
French	D:\DRIVERS\WIN_9X\FRENCH
German	D:\DRIVERS\WIN_9X\GERMAN
Italian	D:\DRIVERS\WIN_9X\ITALIAN
Spanish	D:\DRIVERS\WIN_9X\SPANISH

- 3 Highlight the appropriate driver, and then click **Finish**.  
The Add Printer Wizard screen appears.
- 4 Use the default printer name (for example, Dell Laser Printer M5200), or type a unique name for your printer.

- 5 Select whether or not to use this printer as the default printer.
- 6 Click **Next**.
- 7 You are prompted to insert the *Drivers and Utilities* CD. Click **OK**.  
A dialog box asks for the file “lexdrvin.exe”.
- 8 Browse to the appropriate folder on the *Drivers and Utilities* CD (for example, D:\Drivers\Win\_9x\English).
- 9 Click **OK**.
- 10 Click **OK** again.  
All the necessary files are installed on your computer.
- 11 Go to "Set up the queue on the print server" on page 18.

### Installing drivers in a Linux environment

Your printer supports Red Hat Linux versions 7.2, 7.3, and 8.0, and SuSE Linux 7.2, 7.3, and 8.0. Refer to the Unix®/packages on the *Drivers and Utilities* CD for instructions on installing your printer in a Linux environment.

### Installing drivers in a Novell environment

Your printer supports Novell® NetWare® versions 3.x, 4.x, 5.x, and 6.x. For information on using your printer in a Novell environment, refer to your Novell documentation.

### Set up the queue on the print server

- 1 Click **Install the printer on the Network (Network Installation)** and then click **Next**.
- 2 Click **On a print server**, and then click **Next**.
- 3 Select both options to install the software and the *User's Guide* on the print server, and then click **Next**.
- 4 The box to share the printer is checked. Create a share name you want to use for the PCL driver and/or the PostScript driver. Make it an obvious name for clients to easily find when they are browsing for a shared printer.



**NOTE:** You do not need to create share names for both drivers if you are only using one driver.

- 5 Click **Next**.
- 6 Select **TCP/IP**, and then click **Next**.

If your network also uses NetWare, click **NetWare Systems** as well.

- 7 Choose the port that corresponds to the hardware port you used when you connected the printer to the print server (or other computer). For example, USB001 represents the USB port on the print server.
- 8 Click **Finish**.  
The Congratulations screen appears.
- 9 Click **Print a Test Page** to verify the driver is installed correctly.
- 10 Click **Finish**.

If you are sitting at the print server and want to install printer drivers on one client computer, you can go to that client computer, insert the *Drivers and Utilities* CD, and follow the steps on the screen, or you can install the drivers remotely (see “Install printer drivers on one or more remote client computers” on page 22).

### **Install printer drivers on one client computer**

If you are connecting one client computer to the print server, go to that client computer and insert the *Drivers and Utilities* CD.

- 1 Click **Install the printer on the Network (Network installation)**, and then click **Next**.
- 2 Click **On this client computer**.
- 3 Click **Next**.
- 4 Select the software or documentation you want your users to have access to.
- 5 Select the printer protocols you want to install, and then click **Next**.
- 6 Select the Universal Network Connection (UNC) port.
- 7 Type the name of the print server the printer is connected to as well as the name of the printer:  
`\\Server Name\PrinterShareName`.

To find out the print server name, right-click your mouse and choose **My Computer** → **Properties** → **Network Identification**.

- 8 Click **Finish**.  
The Congratulations screen appears.
- 9 Click **Print a Test Page** to verify the driver is installed correctly.
- 10 Click **Finish**.

## Attaching directly to the network (print server)

If your print server is in one location (for example, a secure area) and the network printer is in another location (for example, a printer room), use this method to install software on one or multiple printers on the network.

In this section you will:

- Locate the IP address.
- Assign an IP address to the printer.
- Set up the queue on the print server.
- Install printer drivers for all clients connected to the print server.

### Locate the IP address

- 1 Print a network setup page.
  - a Press the menu button on the printer until you see **Utilities Menu**, and then press **Select**.
  - b Press the menu button on the printer until you see **Print Net Setup**, and then press **Select** to print the page.

- 2 Under the Standard Network Card heading on the network setup page, make sure Status is Connected.

If Status is Not Connected:

- Make sure the Ethernet cable is firmly plugged into the back of the printer.
- Plug the Ethernet cable into another wall outlet.

- 3 Find the IP address located under the TCP/IP heading. If the IP address equals 0.0.0.0, wait a few minutes and print the network setup page again.

If the IP address still shows 0.0.0.0, go to "Assign an IP Address" on page 23.

If the IP address is something other than 0.0.0.0, go to "Set up the queue on the print server" on page 21.

## Set up the queue on the print server

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.
- 2 Click **Install the printer on the Network** (Network installation), and then click **Next**.
- 3 Click **On a print server**, and then click **Next**.
- 4 Select both options to install the software and the *User's Guide* on the print server, and then click **Next**.
- 5 The box to share the printer is checked. Create a share name you want to use for the PCL driver and/or the PostScript driver. Make it an obvious name for clients to easily find when they are browsing for a shared printer.



**NOTICE:** You do not need to create share names for both drivers if you are only using one driver.

- 6 Click **Next**.
- 7 Select **TCP/IP**, and then click **Next**.

If your network also uses NetWare, click **NetWare Systems** as well.

- 8 Set **TCP/IP** as the Port Type.
- 9 Specify a port name. Make it an obvious name for clients to easily find when they are browsing for a shared printer.
- 10 Type the printer IP address, for example, **192.168.0.11** If you don't know the IP address, see "Locate the IP address" on page 20.
- 11 Click **Finish**.

The Congratulations screen appears.

- 12 Click **Print a Test Page** to verify the driver is installed correctly.
- 13 Click **Finish**.

If you are sitting at the print server and want to install printer drivers on several client computers, follow the steps below. If you want to install drivers on one client computer, go to "Install printer drivers on one client computer" on page 19.

## Install printer drivers on one or more remote client computers

If you are connecting client computers to the print server, run the *Drivers and Utilities* CD installer again:

- 1** Go to **Start → Run → d:\setup.exe** (d represents the CD drive).
- 2** Click **Install the printer on the Network (Network installation)**, and then click **Next**.
- 3** Click **On one or more remote client computers**.
- 4** Click **Next**.
- 5** Type your Administrator user name and password.
- 6** Specify which client computers are allowed to print to the new Dell Laser Printer M5200 printer.  
  
Browse or type each client's computer name or IP address. You can specify as many clients as you wish.
- 7** When you are finished adding clients, click **Next**.
- 8** Select the software or documentation you want your users to have access to.
- 9** Select the printer protocols you want to install, and then click **Next**.
- 10** Select the Universal Network Connection (UNC) port.
- 11** Click the **Browse for Printer** button or type the name of the print server the printer is connected to as well as the name of the printer:  
\\Server Name\PrinterShareName.  
  
To find out the print server name, right-click your mouse and choose **My Computer → Properties → Network Identification**.
- 12** Click **Finish**.  
  
The Congratulations screen appears.
- 13** Click **Finish**.

# Attaching directly to the network (no print server)

If you are sharing your network printer in a small workgroup environment and are not using a print server, use this method.

In this section you will:

- Locate the IP address.
- Assign an IP address to the printer.
- Install printer drivers on each client that needs to print to the new printer.

## Locate the IP address

- 1 Print a network setup page.
  - a Press the menu button on the printer until you see the **Utilities Menu**, and then press **Select**.
  - b Press the menu button on the printer until you see **Print Net Setup**, and then press **Select** to print the page.
- 2 Under the Standard Network Card heading on the network setup page, make sure Status is Connected.

If Status is Not Connected:

  - Make sure the Ethernet cable is firmly plugged into the back of the printer.
  - Plug the Ethernet cable into another wall outlet.
- 3 Find the IP address located under the TCP/IP heading. If the IP address equals 0.0.0.0, wait a few minutes and print the network setup page again.

If the IP address still shows 0.0.0.0, go to "Assign an IP Address" on page 23.

If the IP address is something other than 0.0.0.0, go to "Install printer drivers" on page 25.

## Assign an IP Address



**NOTE:** Assigning a STATIC IP Address is considered an advanced function and is normally performed by your system administrator.

An IP Address is a unique string of numbers consisting of four (4) Octets, each Octet separated using a period. Example: 192.168.1.108. Assigning an IP address already in use can cause serious network performance issues.

See page 56 for details on using the Operator Control Panel.

To setup the printer to use a STATIC IP address:

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press the **Menu** button until you see **Network Menu**, and then press **Select**.
- 3 Under **Network Menu**, the item **Standard Network** appears. Press **Select**.
- 4 Under **Standard Network**, press the **Menu** button until you see the item **STD NET SETUP**, and then press **Select**.
- 5 Under **STD NET SETUP**, press the **Menu** button until you see the item **TCP/IP**, and then press **Select**.
- 6 Under **TCP/IP**, press the **Menu** button until you see the item **Enable BOOTP**, and then press **Select**.
- 7 Press the **Menu** button to select **No**, and then press **Select**. The word **SAVED** will briefly display.
- 8 Repeat steps 6 & 7 to select **No** for the items **ENABLE DHCP** and **ENABLE RARP**.
- 9 Under **TCP/IP**, press the **Menu** button until you see the item **Set IP Address**, and then press **Select**.
- 10 The number in the 1st Octet is flashing. Using the **Menu** button, cycle the 1st Octet of the IP Address to the number desired, and then press **Select**.
- 11 The number in the 2nd Octet is flashing. Using the **Menu** button, cycle the 2nd Octet to the number desired, and then press **Select**.
- 12 The number in the 3rd Octet is flashing. Using the **Menu** button, cycle the 3rd Octet to the number desired, and then press **Select**.
- 13 The number in the 4th Octet is flashing. Using the **Menu** button, cycle the 4th Octet to the number desired, and then press **Select**. The word **SAVED** will briefly display.
- 14 Under **TCP/IP**, press the **Menu** button until you see the item **Set IP Netmask**, and then press **Select**.
- 15 Repeat steps 10 through 13 to set each Octet for Netmask.
- 16 Under **TCP/IP**, press the **Menu** button until you see the item **Set IP Gateway**, and then press **Select**.



- 17 Repeat steps 10 through 13 to set each Octet for Gateway.

A Static IP Address has been assigned to the printer. You can verify the settings by opening a web browser on any computer on the same network and entering the IP address into the Address line of the browser. Example: <http://192.168.1.108>. If the IPS address was setup correctly, the browser should display a Web page provided by the Dell Laser Printer M5200 printer.

## Install printer drivers

- 1 Insert the *Drivers and Utilities* CD.
- 2 Click **Install the printer on the Network (Network Installation)**.
- 3 Click **On one or more remote client computers**.
- 4 Type your Administrator user name and password.
- 5 Specify which client computers are allowed to print to the new Dell Laser Printer M5200 printer.  
  
Browse or type each client's computer name or IP address. You can specify as many clients as you wish.
- 6 When you are finished adding clients, click **Next**.
- 7 Select the software and documentation you want your users to have access to.
- 8 Select **TCP/IP**, and then click **Next**.  
  
If your network also uses NetWare, select **NetWare Systems** too.
- 9 Set **TCP/IP Port** as the Port Type.
- 10 Specify a port name that is meaningful in your environment. The port name establishes a logical link between the printer and each client.
- 11 Type the printer IP address, for example, **192.168.0.11**. If you don't know the IP address, see "Locate the IP address" on page 23.
- 12 Click **Finish**.  
  
The Congratulations screen appears.
- 13 Click **Finish**.

Now all of the clients connected to this printer can select this printer to print their jobs.

## Install printer drivers on one client computer

- 1** From the client computer, insert the *Drivers and Utilities* CD.
- 2** Click **Install the printer on the Network (Network installation)**, and then click **Next**.
- 3** Click **On this client computer**.
- 4** Click **Next**.
- 5** Select the software or documentation you want your users to have access to.
- 6** Select the printer protocols you want to install, and then click **Next**.
- 7** Set **TCP/IP Port** as the Port Type.
- 8** Specify a port name that is meaningful in your environment. The port name establishes a logical link between the printer and each client.
- 9** Type the printer IP address, for example, **192.168.0.11**. If you don't know the IP address, see "Locate the IP address" on page 23.
- 10** Click **Finish**.  
The Congratulations screen appears.
- 11** Click **Print a Test Page** to verify the driver is installed correctly.
- 12** Click **Finish**.

SECTION 2

# **Install optional memory cards**


---

Accessing the printer system board


Installing printer memory


Replacing the shield

You can increase printer memory capacity and connectivity by purchasing additional printer memory or option cards.

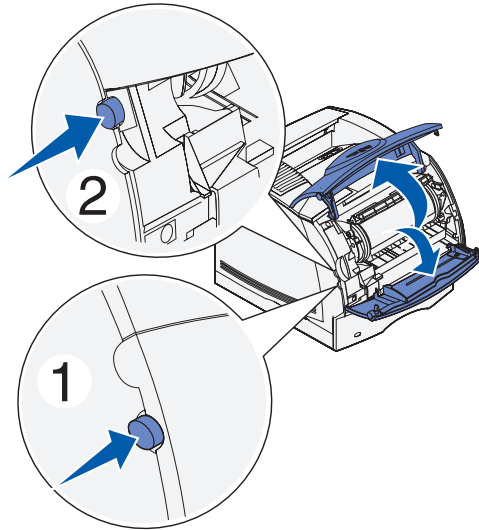
 **NOTE:** Memory options designed for other Dell printers may not work with your printer.

## Accessing the printer system board

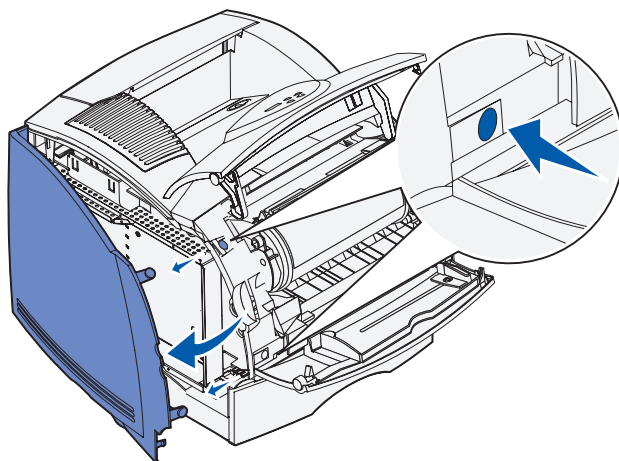
 **NOTE:** Use a small Phillips screwdriver to remove the system board access cover and to install some of the cards.

 **CAUTION:** Before performing any of the procedures listed below, read and follow the safety instructions.

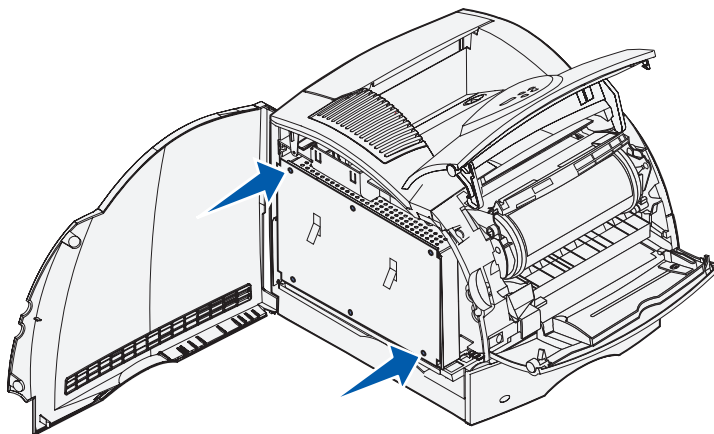
- 1 Turn the printer off and unplug the power cord before continuing.
- 2 Press latch 1 to open the lower door. Press latch 2 to open the upper door.



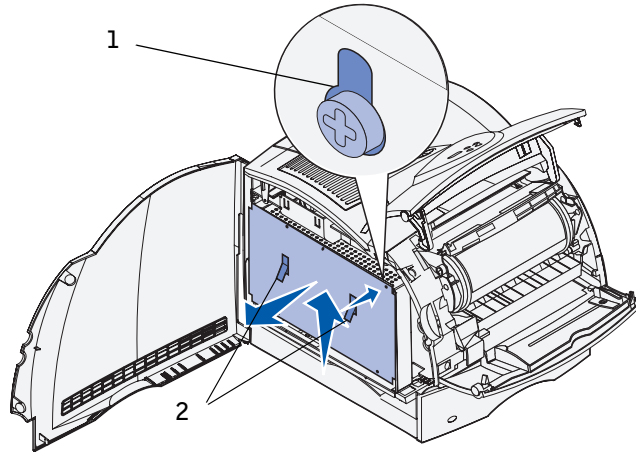
- 3** Press down on the side door latches and open the side door.



- 4** Use a small Phillips screwdriver to loosen, but not remove, the six screws on the shield.




- 5** Use the tabs to slide the shield up until the top three screws fit into the three keyholes on the shield.




<b>1</b> Keyhole	<b>2</b> Tabs
------------------	---------------

- 6** Hold the shield by the tabs and lift it off.

# Installing printer memory

 **NOTICE:** Electronic components can be damaged by static electricity. Touch something metal on the printer before you touch the memory option.

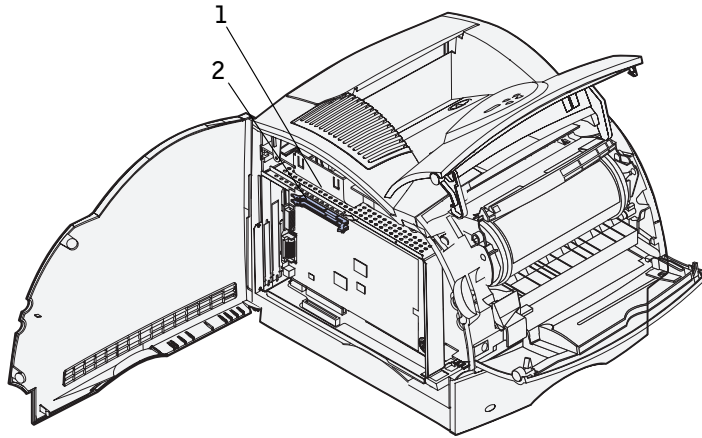
Your printer comes with 64MB memory. You can buy optional memory cards to increase printer memory up to 320MB.

 **CAUTION:** Before performing any of the following procedures, read and follow the safety instructions.

Optional Memory Cards
7Y762 KIT, PTR, MEM, UM, 16MB
7Y763 KIT, PTR, MEM, UM, 32MB
7Y764 KIT, PTR, MEM, UM, 64MB
7Y765 KIT, PTR, MEM, UM, 128MB

- 1 Unpack the optional printer memory card. Avoid touching the connection points along its edge.

- 2 Open both latches on the connector completely.



---

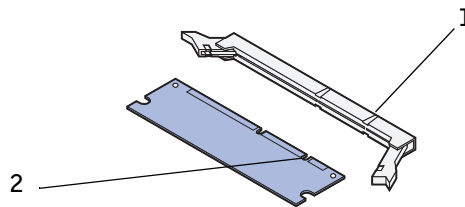
1 Memory connector 1

---

2 Memory connector 2

---

- 3 Align the notches on the memory card with the ridges on the connector.



---

1 Ridge

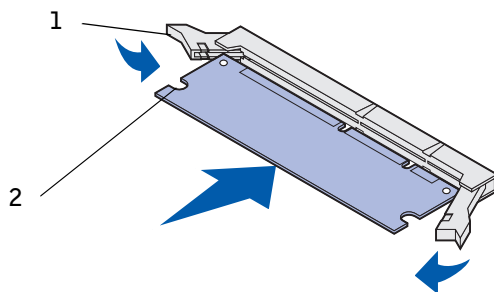
---

2 Notch

---



- 4** Push the memory card straight into the connector until it *snaps* into place. Make sure each latch fits over the notch located on either side of the memory card.



---

**1** Latch

---

**2** Notch

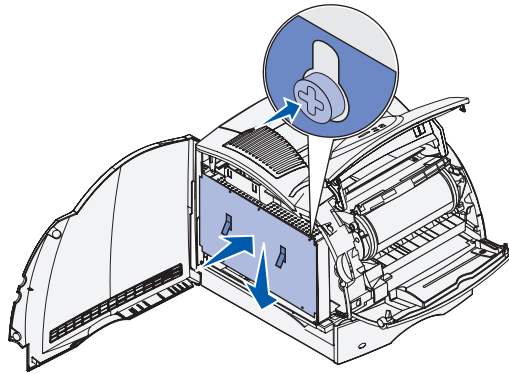
---

## Replacing the shield

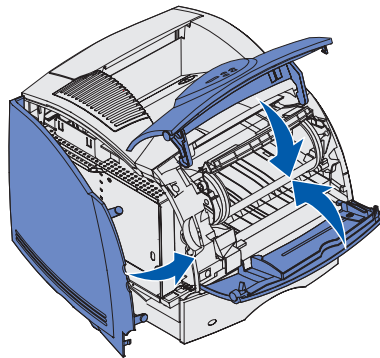
Follow these steps to reattach the shield and close the doors.

**⚠ CAUTION:** Before performing any of the procedures listed below, read and follow the safety instructions.

- 1 Grasp the shield by the tabs and align the three keyholes on the shield with the top three screws. Holding the shield by the tabs, slide it down onto the screws. Tighten all six screws.



- 2 Close the side door.
- 3 Close the upper door and the lower door.



- 4 Plug in the power cord and turn on the printer.

SECTION 3

# Set up for local printing

---

Installing printer drivers

A local printer is a printer attached to your computer using a USB cable. *If your printer is attached to a network instead of your computer, go on to “Set up for network printing” on page 11.*

## Installing printer drivers

A printer driver is software that lets your computer communicate with your printer. To obtain all the features described in “Utilizing additional software tools” on page 61, use the *Drivers and Utilities* CD to install them. Use the following table to find the instructions you need for your operating system.

Computer operating system	Go to page...
Windows XP	37
Windows 2000	38
Windows Me	39
Windows NT	40
Windows 98	41
Windows 95	42

You need to complete Microsoft’s Plug and Play before installing the custom driver from your printer drivers CD.

## Using Windows XP



**NOTE:** Business versions of Windows XP require that you have administrative access to install printer drivers on your computer.

When you attached the cable and turned on the printer, the Found New Hardware Wizard appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD into your computer.

The Wizard automatically searches for an appropriate driver.

- 2 Scroll through the list of drivers until you see D:\drivers\win\_2000\dkaaglda.inf selected in the Location column. Instead of D:\ you will see the letter of your CD-ROM drive.

- 3 Click **Next**.

The wizard copies all of the necessary files and installs the printer drivers.

- 4 Click **Finish** when the software is installed.

- 5 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type **D:\** where *D* is the drive letter of your CD).

- 6 Select **SETUP.EXE**, and then click **OK**.

- 7 When the Dell *Drivers and Utilities* CD screen appears, click **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.

When all of the files are installed on your computer, the Congratulations screen appears.

- 8 Click **Print a Test Page** to verify printer setup.

- 9 Click **Finish** when the test page prints successfully.

- 10 Click **Exit** on the *Drivers and Utilities* CD screen.

## Using Windows 2000

When you attached the cable and turned on the printer and computer, the Found New Hardware Wizard screen appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.
- 2 Select **Search for a suitable driver**, and then click **Next**.
- 3 Select **Specify a location only**, and then click **Next**.
- 4 Browse to the location of the printer driver on the *Drivers and Utilities* CD.

**D:\Drivers\Win\_2000\**

Replace D:\ with the letter of your CD-ROM drive (for example, type **D:\** where *D* is the drive letter of your CD).

- 5 Click **Open**, and then click **OK**.
- 6 Click **Next** to install the driver that is displayed.


**D:\Drivers\Win\_2000\dkaag1da.inf**

- 7 Click **Finish** when the software is installed.
- 8 When the Dell Drivers and Utilities screen appears, choose **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.
- 9 If the *Drivers and Utilities* CD does not automatically launch, click **Start → Run** and browse your CD drive (for example, type **D:\** where *D* is the drive letter of your CD). Select **SETUPEXE**, and then click **OK**.

When all the files are installed on your computer, the Congratulations screen appears.

- 10 Click **Print a Test Page** to verify printer setup.
- 11 Click **Finish** when the test page prints successfully.
- 12 Click **Exit** on the *Drivers and Utilities* CD screen.

## Using Windows Me

 **NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

You must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer and computer, the Add New Hardware Wizard screen appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD.  
The Wizard automatically searches for the USB driver on the CD and installs it.
- 2 After the USB port driver is found, click **Finish**.
- 3 Select **Automatic search for the best driver (recommended)**, and then click **Next**.

The wizard searches for a printer driver.

- 4 Select your printer and driver from the list on the screen, and then click **OK**. Use the following table to identify the driver for your language.

If your computer uses this language	Select the driver from the list (Replace the D:\ in the table with the letter of your CD-ROM drive)
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF

- 5 Click **Next** to install the printer driver.
- 6 Click **Next** to complete installation.
- 7 Use the default printer name (for example, Dell Laser Printer M5200) or type a unique name for your printer, and then click **Next**.
- 8 Click **Yes (recommended)**, and then click **Finish** to print a test page.
- 9 After the test page prints, click **Yes** to close the window.
- 10 Click **Finish** to complete the installation and close the wizard.
- 11 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type **D:\** where *D* is the drive letter of your CD).
- 12 Select **SETUPEXE**, and then click **OK**.
- 13 When the Dell *Drivers and Utilities* screen appears, click **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.  
  
When all of the files are installed on your computer, the Congratulations screen appears.
- 14 Click **Exit** on the *Drivers and Utilities* CD screen.

### Using Windows NT



**NOTE:** USB support is not available for Windows NT operating systems.




**NOTE:** You need administrative access to install printer drivers on your computer.

- 1 Insert the *Drivers and Utilities* CD.
- 2 Click **Install the printer for Use on this Computer only (Personal Installation)**.  
When all the files are installed on your computer, the Congratulations screen appears.
- 3 Click **Finish** to complete the installation and close the wizard. You are now ready to print.
- 4 Close the *Drivers and Utilities* CD screen.



Using Windows 98

 **NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

You must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer and computer, the Add New Hardware Wizard screen appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.
- 2 Select **Search for the best driver for your device (recommended)**, and then click **Next**.
- 3 Select **CD-ROM drive only**, and then click **Next**.
- 4 After the wizard finds the USB port driver, click **Next**.
- 5 When the USB port driver is installed, click **Finish**.

The wizard prompts you to search for new drivers.

- 6 Click **Next** to search for a printer driver.
- 7 Select **Search for the best driver for your device (recommended)**, and then click **Next**.
- 8 Select **Specify a location only** and browse to the location of the printer driver on the *Drivers and Utilities* CD.

Use the following table to identify the driver for your language.

If your computer uses this language	Select the driver from the list  (Replace the D:\ in the table with the letter of your CD-ROM drive)
English	D:\DRIVERS\WIN_9X\ENGLISH
French	D:\DRIVERS\WIN_9X\FRENCH
German	D:\DRIVERS\WIN_9X\GERMAN
Italian	D:\DRIVERS\WIN_9X\ITALIAN
Spanish	D:\DRIVERS\WIN_9X\SPANISH

- 9 Highlight the driver, and then select to install the **updated driver (recommended)**.
- 10 Click **Next**.
- 11 Click **Next** to complete installation.

- 12 Use the default printer name (for example, Dell Laser Printer M5200) or type a unique name for your printer, and then click **Next**.
- 13 Select **Yes** to print a test page, and then click **Finish**.  
All the necessary files are installed on your computer.
- 14 After the test page prints, click **Yes** to close the message window.
- 15 Click **Finish** to complete the installation.
- 16 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type **D:\** where *D* is the drive letter of your CD).
- 17 Select **SETUP.EXE**, and then click **OK**.
- 18 When the Dell *Drivers and Utilities* CD screen appears, click **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.  
If you are prompted to restart your computer, click **Yes**.  
Otherwise, the Congratulations screen appears.
- 19 Click **Exit** on the *Drivers and Utilities* CD screen.

## Using Windows 95



**NOTE:** USB support is not available for Windows 95 operating systems.

When you attached the parallel cable and turned on the printer and computer, the Update Device Driver wizard appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.  
If a system-compatible driver is found on your operating system, the Wizard installs it.  
If no compatible system driver is found on your operating system, click **Other Locations**.
- 2 Browse to the location of the printer driver on the *Drivers and Utilities* CD, and then click **OK**.

Use the following table to identify the driver for your language.

<b>If your computer uses this language</b>	<b>Select the driver from the list</b> <b>(Replace the D:\ in the table with the letter of your CD-ROM drive)</b>
English	D:\DRIVERS\WIN_9X\ENGLISH
French	D:\DRIVERS\WIN_9X\FRENCH
German	D:\DRIVERS\WIN_9X\GERMAN
Italian	D:\DRIVERS\WIN_9X\ITALIAN
Spanish	D:\DRIVERS\WIN_9X\SPANISH

- 3 Highlight the appropriate driver, and then click **Finish**.

The Add Printer Wizard screen appears.

- 4 Use the default printer name (for example, Dell Laser Printer M5200), or type a unique name for your printer.
- 5 Select whether or not to use this printer as the default printer.
- 6 Click **Next**.
- 7 Click **Finish**.
- 8 A test page will print automatically. Click **YES** when the test page prints successfully.
- 9 Click **Finish** to complete the installation. You are now ready to print.
- 10 You are prompted to insert the *Drivers and Utilities* CD. Click **OK**.  
A dialog box asks for the file “lexdrv.in.exe”.
- 11 Browse to the appropriate folder on the *Drivers and Utilities* CD (for example, D:\Drivers\Win\_9x\English).
- 12 Click **OK**.
- 13 Click **OK** again.

All the necessary files are installed on your computer.

- 14 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type D:\ where D is the drive letter of your CD).
- 15 Select **SETUP.EXE**, and then click **OK**.

- 16** When the Dell *Drivers and Utilities* screen appears, click **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.

If you are prompted to restart your computer, click **Yes**.

Otherwise, the Congratulations screen appears.

- 17** Click **Exit** on the *Drivers and Utilities* CD screen.

SECTION 4

# Load paper

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Loading paper and transparencies

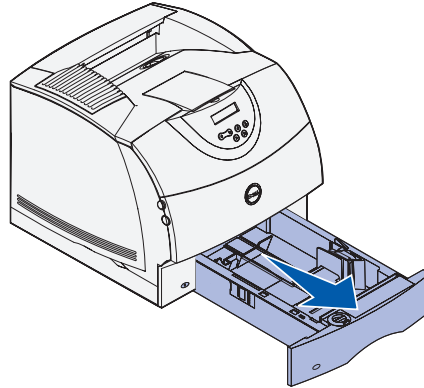
Loading envelopes

# Loading paper and transparencies

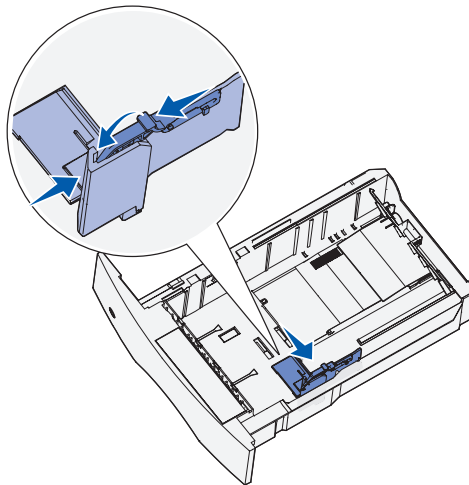
## In the standard tray

Load the print media you use for the majority of your print jobs in the standard tray.

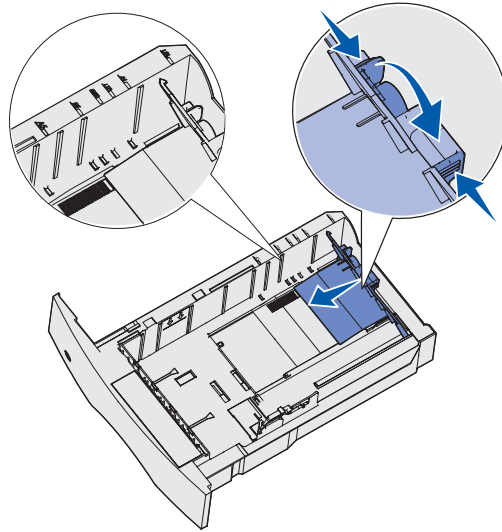
- 1 Remove the tray.



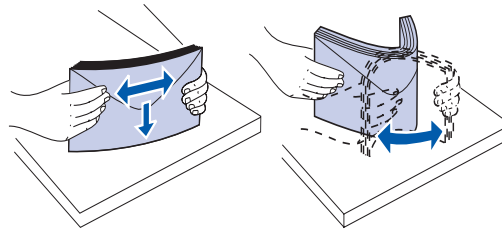
- 2 Squeeze the width guide tab and the side of the guide as shown. Slide the width guide to the far right side of the tray.



- 3 Squeeze the length guide lever and slide the length guide to the correct position for the size of print media you are loading.



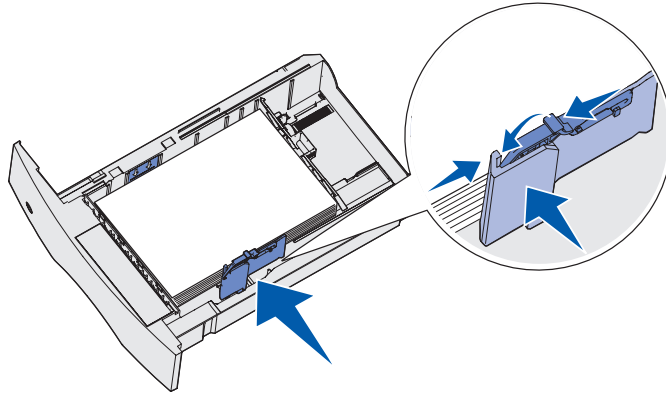
Before loading print media, flex the sheets back and forth to loosen them, and then fan them. Do not fold or crease the print media. Straighten the edges of the stack on a level surface.



- 4 Place the print media into the tray with the recommended print side face down for single-sided printing and face up for double-sided printing.

Do not exceed the maximum stack height indicated by the label in the tray. Overfilling the tray may cause jams.

- 5 Squeeze the width guide tab and the side of the guide together. Slide the width guide to the left until it lightly rests against the edge of the print media stack.



- 6 Insert the tray.



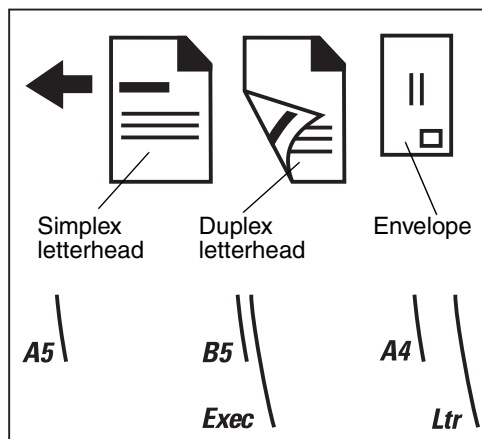
**NOTE:** If you load any print media other than plain letter or A4 paper into the tray, make sure you change the Paper Type and Paper Size settings for that tray from your software application.



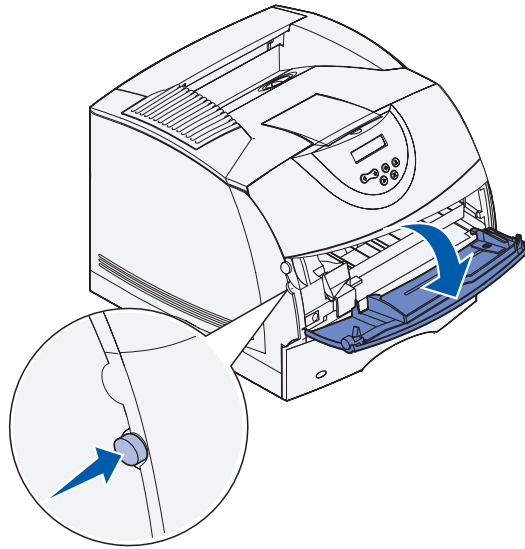
## In the multipurpose feeder

The multipurpose feeder can hold several sizes and types of print media, such as transparencies, postcards, note cards, and envelopes. It is useful for single page printing on letterhead or colored paper.

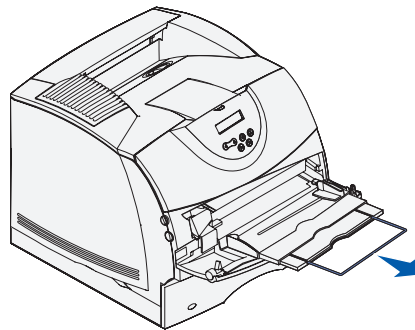
The icons on the multipurpose feeder show you how to load the multipurpose feeder with paper, how to turn an envelope for printing, and how to load letterhead paper for simplex or duplex printing. If you purchased a duplex option, refer to the *User's Guide* (Start → Programs → Dell Printers → Dell Laser Printer M5200 → User's Guide).



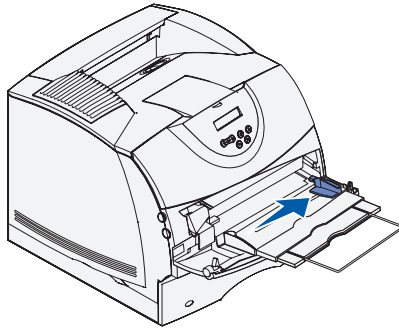
- 1 Push the lower release latch. The multipurpose feeder door drops open.



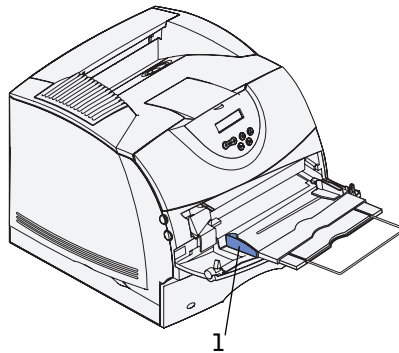
- 2 Locate the metal bar in the recessed area on the multipurpose feeder. Pull the bar out far enough to accommodate the print media you will be using.



- 3** Slide the width guide to the far right.



- 4** Load paper or transparencies with the left edge of the stack against the stack height limiter and with the recommended print side face up.

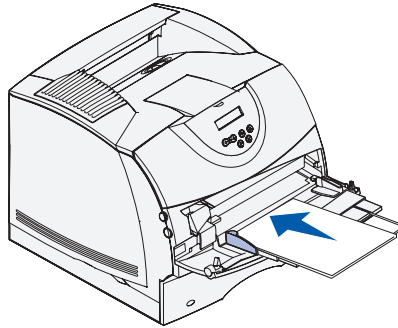


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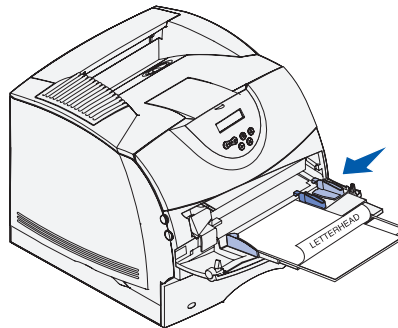
**1** Stack height limiter

---

- 5 Gently slide the print media into the multipurpose feeder as far as it will go. Forcing the print media may cause it to buckle.



- 6 Slide the width guide to the left until it lightly touches the stack of print media. Do *not* bend the print media.



- 7 Select the source, size, and type from your software application and select print media size and type from the printer operator panel.
  - Make sure the Paper Size and Paper Type for the multipurpose feeder (MP Feeder Size and MP Feeder Type) are set to the correct value for the print media you are loading.
  - Press **Go** to return to **Ready**.


For tips on recommended papers, solving printing problems, and clearing jams, refer to the *User's Guide* (Start → Programs → Dell Printers → Dell Laser Printer M5200 → User's Guide).

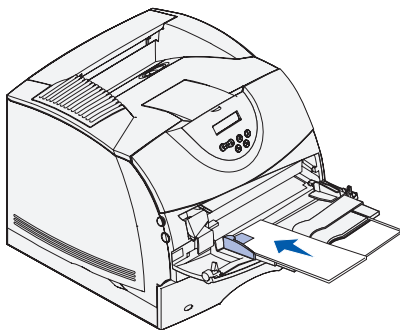
# Loading envelopes


You can load envelopes in the multipurpose feeder or the optional envelope feeder. If you purchased the optional envelope feeder, refer to the *User's Guide* for loading instructions.

## In the multipurpose feeder

Load envelopes flap side down with the stamp area and flap on the left. The end of the envelope with the stamp area enters the multipurpose feeder first.

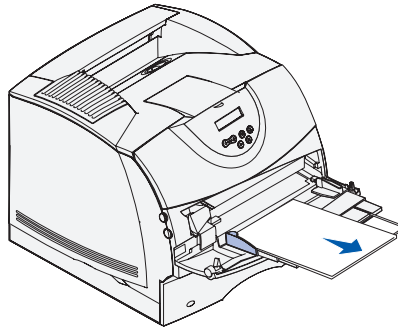
 **NOTICE:** Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer. The stamp is shown in the illustration only for placement.



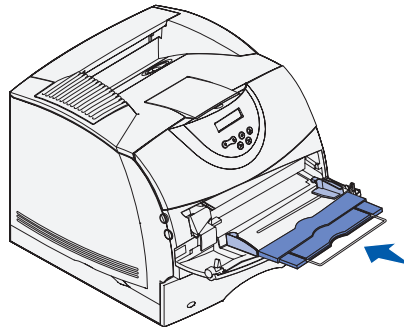
 **NOTE:** If envelopes jam while printing, try reducing the number of envelopes in the multipurpose feeder.

## Closing the multipurpose feeder

- 1 Remove print media from the multipurpose feeder.



- 2 Push the metal bar straight back to collapse the multipurpose feeder to its short-length position.



- 3 Close the multipurpose feeder door.

SECTION 5
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## **Use your printer**

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Changing the language on the operator panel

Using the operator panel to change printer settings

Printing a job

Canceling a job from the printer operator panel

Utilizing additional software tools

Replacing the toner cartridge

## Changing the language on the operator panel

To display a different language on the operator panel:

- 1 Press and release **Menu** until you see **Setup Menu**, and then press **Select**.
- 2 Press and release **Menu** until **Display Language** appears, and then press **Select**.
- 3 Scroll through the languages to choose the one you want, and then press **Select**.

## Using the operator panel to change printer settings

The diagram on page 59 shows the menu items in each menu. For detailed explanations of the menus, refer to the *User's Guide* (**Start** → **Programs** → **Dell Printers** → **Dell Laser Printer M5200** → **User's Guide**).

You can select menu items and corresponding values from the operator panel. When you first enter the printer menus from the operator panel, you see an asterisk (\*) next to a value in the menus. This asterisk indicates the *factory default setting*. These settings are the original printer settings. (Factory defaults may vary for different countries.)

When you select a new setting from the operator panel, the **Saved** message appears. When the Saved message disappears, an asterisk appears next to the setting to identify it as the current *user default setting*. These settings are active until new ones are selected or the factory defaults are restored.

To select a new value as a setting:

- 1 Make sure the printer is on and the **Ready** message appears on the display.
- 2 Press the **Menu** button on the printer. The menu names appear.
- 3 Continue to press and release **Menu** until you see the menu you need.
- 4 Press **Select** to select the menu or menu item on the second line of the display.
  - If the selection is a menu, the menu is opened and the first printer setting in the menu appears.
  - If the selection is a menu item, the default setting for the menu item appears. (The current user default setting has an asterisk [\*] beside it.)



Each menu item has a list of values for the menu item. A value can be:

- A phrase or word to describe a setting
- A numerical value that can be changed
- An On or Off setting

- 5 Press **Menu** to scroll to the value you need.
- 6 Press **Select** to select the value on the second line of the operator panel. An asterisk appears beside the value to indicate that it is now the user default setting. The new setting appears for one second, clears, displays the word **Saved**, and then displays the previous list of menu items.
- 7 Press **Return** to go back to previous menus. Make additional menu selections to set new default settings. Press **Go** if this is the last printer setting you want to change.

User default settings remain in effect until you save new settings or restore the factory defaults. Settings you choose from your software application can also change or override the user default settings you select from the operator panel.

## Restore factory default settings

To restore the original printer factory default settings:

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press the **Menu** button on the printer until you see **Utilities Menu**, and then press **Select**.
- 3 Press **Menu** until you see **Factory Defaults**, and then press **Select**.
- 4 Restore appears on the second line of the display.
- 5 Press **Select**.

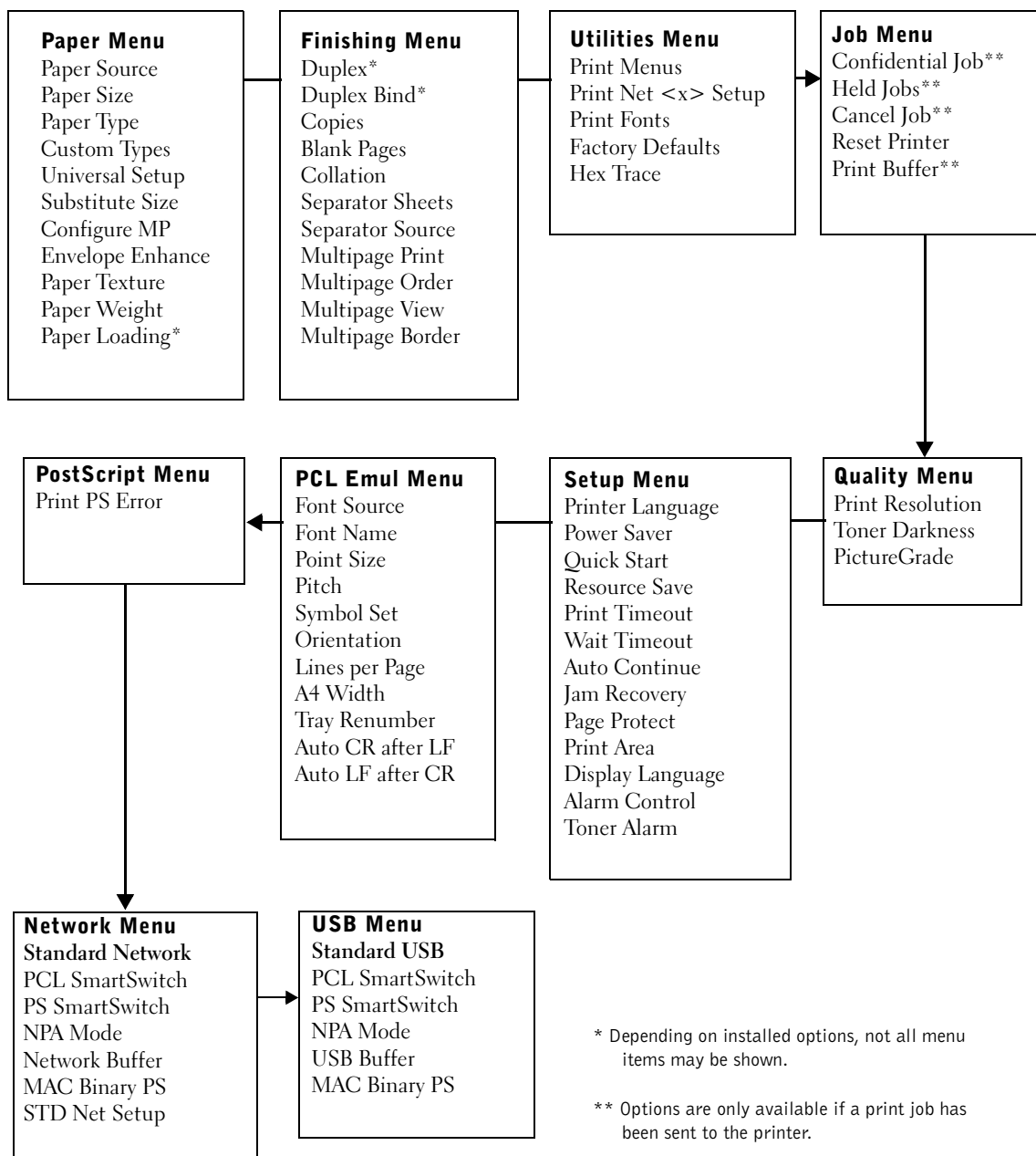
The message **Restoring Factory Defaults** appears, followed by the **Ready** message.

When you select Restore:

- No other button actions are available on the operator panel while Restoring Factory Defaults appears.
- All downloaded resources (fonts, macros, and symbol sets) in printer memory (RAM) are deleted. (Resources residing in flash memory or on the optional hard disk are unaffected.)
- All menu settings are returned to the factory default values, except:
  - The operator panel Display Language setting in the Setup Menu.
  - All settings in the Parallel Menu, Serial Menu, Network Menu, and USB Menu.

### **Disable menus**

- **Menus Disabled** may appear when you press the **Menu** button from the **Ready** state. Disabling the menus prevents users from inadvertently changing a printer default that has been set by the person managing the printer. You can still clear messages and select items from the Job Menu when printing a job, but you cannot change other printer settings. You can, however, use your printer driver to override printer defaults and select settings for individual print jobs.



## Printing a job

To print a job from a typical Microsoft® Windows® application:

- 1 Open the file you want to print.
- 2 From the File menu, select **Print**.
- 3 Verify that the correct printer is selected in the dialog box. Modify the printer settings as appropriate (such as the pages you want to print or the number of copies).
- 4 Click **Properties** or **Setup** to change printer settings not available from the first screen, and then click **OK**.
- 5 Click **OK** or **Print** to send the job to the printer.

## Canceling a job from the printer operator panel

To cancel a print job after it has started printing:

- 1 Press the left arrow on the **Menu** button once. **JOB MENU** and **Cancel Job** are displayed.
- 2 Press **Select**. **Canceling Job** is displayed.

# Utilizing additional software tools

Use the *Drivers and Utilities* CD that came with your printer to install a combination of software applications, depending on your operating system.

Operating System	Status Monitor	Status Monitor Center	Dell Toner Reorder Window	Dell Printer Software Uninstall	Driver Profiler
Windows 2000, Windows XP	Y	Y	Y	Y	Y
Windows NT	Y	Y	N	Y	Y
Windows 95, Windows 98, Windows Me	Y	N	N	Y	Y



**NOTE:** If you purchased your printer and computer separately, you must use the Drivers and Utilities CD to install these software applications.

## Status Monitor

The Status Monitor alerts you when an error or warning occurs, for example, when the top cover is open or toner is running low.

The Status Monitor launches when you send a print job to the printer and only appears on the computer screen when an error or warning occurs.

## Status Monitor Center

Use the Status Monitor Center to manage multiple Status Monitors.

- Select a printer from the drop-down list and then select **Run** to open a Status Monitor for a particular printer.
- Select **Update** to change the appearance of the list of printers.
- Select **Help** to read the online help.

## Printing Status window

The Printing Status window displays the status of the printer (Printer Ready, Printer Offline, and Error—Check Printer) and the name of the job when you send a job to print. The Printing Status window also displays the level of toner so you can:

- Monitor the toner level for your printer.
- Click **Order Toner** to order replacement toner cartridges.  
See **Order Toner Reorder window** for more information.

## Dell Toner Reorder Window

The Order Toner Cartridges dialog box can be launched from the Printing Status window, the Programs window, or the desktop icon.

You can order toner by phone or from the Web.

- 1 Click **Start → Programs → Dell Printers → Dell Laser Printer M5200 → Dell Printer Supplies—Laser**.  
The Order Toner Cartridges window appears.
- 2 If ordering from the Web:
  - a Choose your printer model from the drop-down list on the screen.  
Enter your Dell printer Service Tag number in the field provided.  
Your Service Tag number is located inside the front door of your printer.
  - b Click **Visit Dell's cartridge ordering website**.
- 3 If ordering by phone, call the number that appears under the By Telephone heading.

## Dell Printer Software Uninstall

Use the Uninstall software utility to remove any currently installed printer software or printer objects. You can access the Uninstall software utility two ways:

- 1 Click **Start → Settings → Printers**.
  - a Select the printer object to uninstall, and then right-click the mouse.
  - b Select **Dell Software Uninstall**.
  - c Select the components to uninstall, and then click **Next**.
  - d Click **Uninstall Now**.
  - e Click **OK** when the uninstall is complete.

**2** Click **Start** → **Programs** → **Dell**.

- a** Select **Dell Printer Software Uninstall**.
- b** Select the components to uninstall, and then click **Next**.
- c** Click **Uninstall Now**.
- d** Click **OK** when the uninstall is complete.

## **Driver Profiler**

Use the Driver Profiler to create driver profiles that contain custom driver settings. A driver profile can contain a group of saved printer driver settings and other data for things such as:

- Print orientation and N-Up (document settings)
- Installation status of an output tray (printer options)
- User-defined paper sizes (custom papers)
- Simple text and watermarks
- Overlay references
- Font references
- Form associations


## Replacing the toner cartridge

 **CAUTION:** Before performing any of the procedures listed below, read and follow the safety instructions.


To order replacement toner cartridges, contact Dell online or by phone (see “Order toner cartridges” on page 2).

In addition to the toner level indicator that is displayed each time you send a job to print, an **88 Toner Low** message appears on the operator panel to alert you it’s time to order a new toner cartridge.

To use the remaining toner, remove the toner cartridge, shake it gently back and forth, and reinsert it. When the print fades or no longer prints satisfactorily, replace the toner cartridge.

 **NOTE:** Dell does not recommend that you use toner cartridges from a third-party refiller. Print quality and printer reliability cannot be guaranteed if you do. For best results, use Dell supplies.

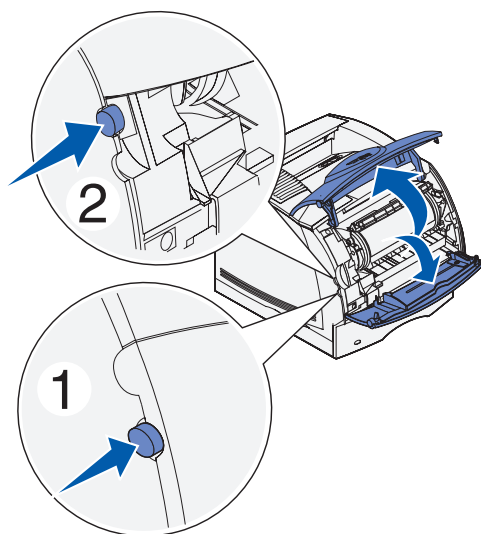
### Removing the used toner cartridge

 **NOTE:** Remove any print jobs from the output bin before opening the upper front door.

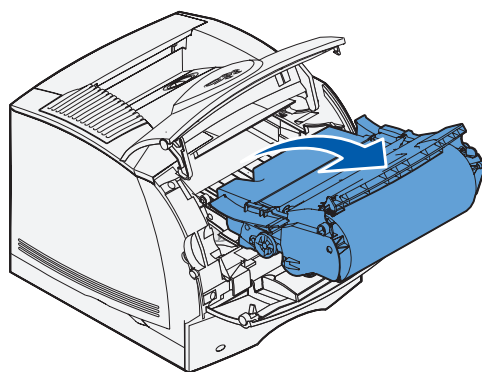
Before performing any of the procedures listed in this section, read and follow the safety information on page 9.



- 1 Press latch 1 to open the lower door. Press latch 2 to open the upper door.



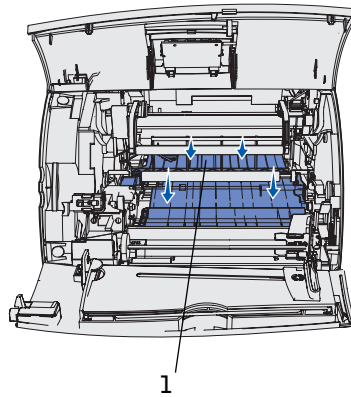
- 2 Grasp the toner cartridge by the handle and pull it up and out.



## Cleaning the printer

Using a clean, lint-free cloth, gently clean the shaded areas by wiping toward the front of the printer.

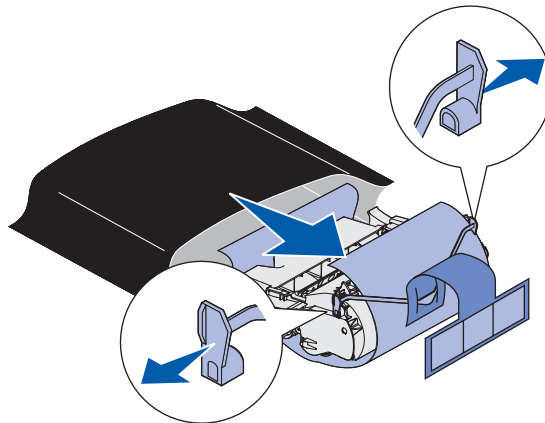
**NOTICE:** Do not touch the transfer roller.




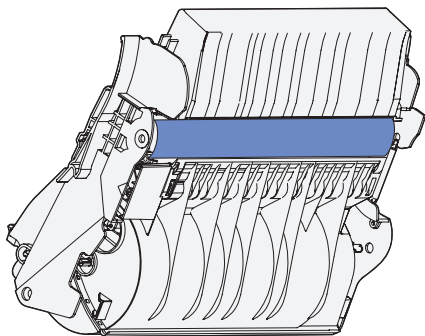
1 Transfer roller

## Installing the new toner cartridge

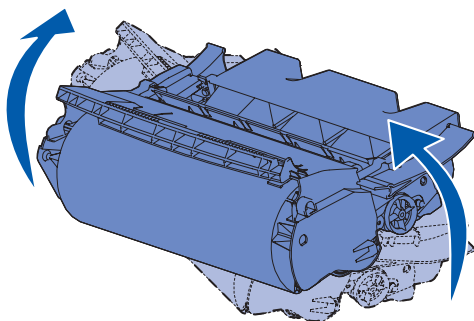
Remove the new cartridge from the packaging. Pull the tabs on each side of the plastic strap to remove the packaging foam from the toner cartridge.



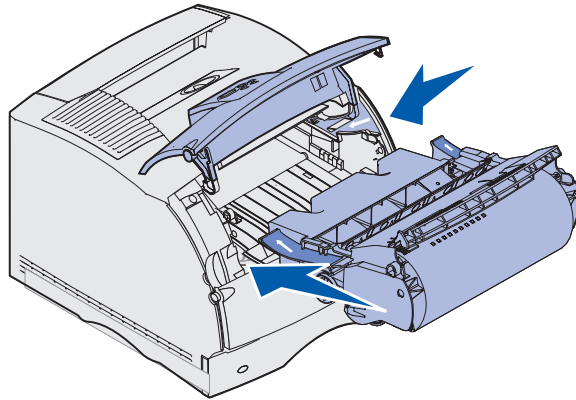
 **NOTICE:** Do not touch the photoconductor drum on the underside of the toner cartridge.



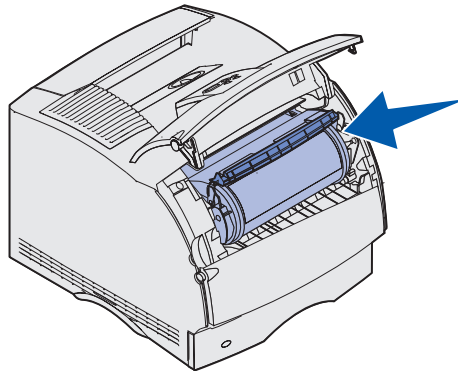
- 1 Gently shake the cartridge to distribute the toner.



- 2 Align the arrows on either side of the toner cartridge with the corresponding arrows in the printer.



- 3 Guide the toner cartridge in until it *snaps* into place.



- 4 Close the upper door, and then the lower door.
- 5 Turn the printer on.

SECTION 6
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# Appendix

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Contacting Dell

Limited Warranties and Return Policy

Dell Computer Corporation Ink and Toner Cartridges  
Limited Warranties

Dell Software License Agreement

# Contacting Dell

To contact Dell electronically, you can access the following websites:

- [www.dell.com](http://www.dell.com)
- [support.dell.com](http://support.dell.com) (technical support)
- [premiersupport.dell.com](http://premiersupport.dell.com) (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

**NOTE:** Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Belgium (Brussels)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 32	E-mail for French Speaking Customers: <a href="http://support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/emaildell/</a>	
City Code: 2	Technical Support	02 481 92 88
	Customer Care	02 481 91 19
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Canada (North York, Ontario) International Access Code: 011 Country Code: 1	Online Order Status: <a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a> AutoTech (automated technical support) TechFax Customer Care (Home Sales/Small Business) Customer Care (med./large business, government) Technical Support (Home Sales/Small Business) Technical Support (med./large bus., government) Sales (Home Sales/Small Business) Sales (med./large bus., government) Spare Parts Sales & Extended Service Sales	toll-free: 1-800-247-9362 toll-free: 1-800-950-1329 toll-free: 1-800-847-4096 toll-free: 1-800-326-9463 toll-free: 1-800-847-4096 toll-free: 1-800-387-5757 toll-free: 1-800-387-5752 toll-free: 1-800-387-5755 1 866 440 3355
Denmark (Copenhagen) International Access Code: 00 Country Code: 45	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail Support (portable computers): <a href="mailto:den_nbk_support@dell.com">den_nbk_support@dell.com</a> E-mail Support (desktop computers): <a href="mailto:den_support@dell.com">den_support@dell.com</a> E-mail Support (servers): <a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a> Technical Support Customer Care (Relational) Home/Small Business Customer Care Switchboard (Relational) Fax Switchboard (Relational) Switchboard (Home/Small Business) Fax Switchboard (Home/Small Business)	7023 0182 7023 0184 3287 5505 3287 1200 3287 1201 3287 5000 3287 5001

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Finland (Helsinki)</b>	Website: support.euro.dell.com	
International Access Code: 990	E-mail: fin_support@dell.com	
Country Code: 358	E-mail Support (servers): Nordic_support@dell.com	
City Code: 9	Technical Support	09 253 313 60
	Technical Support Fax	09 253 313 81
	Relational Customer Care	09 253 313 38
	Home/Small Business Customer Care	09 693 791 94
	Fax	09 253 313 99
	Switchboard	09 253 313 00
<b>France (Paris) (Montpellier)</b>	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/fr/fr/emaildell/	
Country Code: 33	<b>Home and Small Business</b>	
City Codes: (1) (4)	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Germany (Langen)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 49	Technical Support	06103 766-7200
City Code: 6103	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000
<b>Greece</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/gr/en/emaildell/">support.euro.dell.com/gr/en/emaildell/</a>	
Country Code: 30	Technical Support	080044149518
	Gold Technical Support	08844140083
	Switchboard	2108129800
	Sales	2108129800
	Fax	2108129812
<b>India</b>	Technical Support	1600 33 8045
	Sales	1600 33 8044

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Ireland (Cherrywood)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 16	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
Country Code: 353	Ireland Technical Support	1850 543 543
City Code: 1	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/SalesFax	01 204 0103
	Switchboard	01 204 4444
<b>Italy (Milan)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/it/it/emaildell/">support.euro.dell.com/it/it/emaildell/</a>	
Country Code: 39	<b>Home and Small Business</b>	
City Code: 02	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
Luxembourg	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 352	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
Mexico	Customer Technical Support	001-877-384-8979
International Access Code: 00		or 001-877-269-3383
Country Code: 52	Sales	50-81-8800 or 01-800-888-3355
	Customer Service	001-877-384-8979 or 001-877-269-3383
	Main	50-81-8800 or 01-800-888-3355

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Netherlands (Amsterdam)	Website: support.euro.dell.com	
International Access Code: 00	E-mail (Technical Support):	
Country Code: 31	(Enterprise): nl_server_support@dell.com	
City Code: 20	(Latitude): nl_latitude_support@dell.com	
	(Inspiron): nl_inspiron_support@dell.com	
	(Dimension): nl_dimension_support@dell.com	
	(OptiPlex): nl_optiplex_support@dell.com	
	(Dell Precision): nl_workstation_support@dell.com	
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
Norway (Lysaker)	Website: support.euro.dell.com	
International Access Code: 00	E-mail Support (portable computers):	
Country Code: 47	nor_nbk_support@dell.com	
	E-mail Support (desktop computers):	
	nor_support@dell.com	
	E-mail Support (servers):	
	nordic_server_support@dell.com	
	Technical Support	671 16882
	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Poland (Warsaw)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 011	E-mail: <a href="mailto:pl_support@dell.com">pl_support@dell.com</a>	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
<b>Portugal</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="http://support.euro.dell.com/pt/en/emailldell/">support.euro.dell.com/pt/en/emailldell/</a>	
Country Code: 351	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
<b>Puerto Rico</b>	General Support	1-800-805-7545
<b>Singapore (Singapore)</b>	Technical Support	toll-free: 800 6011 051
International Access Code: 005	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: 65	Transaction Sales	toll-free: 800 6011 054
	Corporate Sales	toll-free: 800 6011 053

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Spain (Madrid)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/es/es/emaildell/	
Country Code: 34	Home and Small Business	
City Code: 91	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Care	902 118 546
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: swe_support@dell.com	
Country Code: 46	E-mail Support for Latitude and Inspiron: Swe-nbk_kats@dell.com	
City Code: 8	E-mail Support for OptiPlex: Swe_kats@dell.com	
	E-mail Support for Servers: Nordic_server_support@dell.com	
	Technical Support	08 590 05 199
	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Fax Technical Support	08 590 05 594
	Sales	08 590 05 185

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Switzerland (Geneva)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:swisstech@dell.com">swisstech@dell.com</a>	
Country Code: 41	E-mail for French-speaking HSB and Corporate	
City Code: 22	Customers: <a href="http://support.euro.dell.com/ch/fr/emaildell/">support.euro.dell.com/ch/fr/emaildell/</a>	
	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
U.K. (Bracknell)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	Customer Care website: <a href="http://support.euro.dell.com/uk/en/ECare/Form/Home.asp">support.euro.dell.com/uk/en/ECare/Form/Home.asp</a>	
Country Code: 44		
City Code: 1344	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct/PAD and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Country Code: 1	<b>Consumer</b> (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: <a href="http://www.dellfinancialservices.com">www.dellfinancialservices.com</a>	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	<b>Business</b>	
	Customer Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Projectors Technical Support	toll-free: 1-877-459-7298
	<b>Public</b> (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)



# Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. or Canada come with either a 90-day, one-year, two-year, three-year, or four-year limited warranty. To determine which warranty came with your hardware product(s), see your packing slip or invoice. The following sections describe the limited warranties and return policy for the U.S., the limited warranties and return policy for Canada, and the manufacturer guarantee for Latin America and the Caribbean.

## Limited Warranty for Dell-Branded Hardware Products (U.S. Only)

### What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

### What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.**

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

**How long does this limited warranty last?**

This limited warranty lasts for the time period indicated on your packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

**What do I do if I need warranty service?**

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell service tag number or order number available.

<b>Individual Home Consumers:</b>	<b>U.S. Only</b>
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
<b>Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support and Customer Service	1-800-822-8965
<b>Home and Small Business Commercial Customers:</b>	
Technical Support and Customer Service	1-800-456-3355
<b>Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value Added Resellers (VARs):</b>	
Technical Support and Customer Service	1-877-459-7298
<b>Government and Education Customers:</b>	
Technical Support and Customer Service	1-877-459-7298
<b>Dell-Branded Memory</b>	1-888-363-5150

**What will Dell do?**

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the product is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years:** For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within thirty days after we ship the replacement part to you. If we do not receive the original part within thirty days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

### **What if I purchased a service contract?**

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

### **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality.

Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

## What do I do if I am not satisfied?

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT, OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination, or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at [www.arb-forum.com/](http://www.arb-forum.com/) or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405. This provision applies only to individual home consumers and consumers who purchased through an employee purchase program. It does not apply to small, medium, large, and global commercial customers or government, education, and healthcare customers.

## May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to [www.dell.com/us/en/dhs/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm)
- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_015\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm)
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an employee purchase program, go to [www.dell.com/us/en/pub/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm)

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

## "Total Satisfaction" Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you're satisfied with your purchases. That's why we offer a "Total Satisfaction" return policy for most products that you—the end-user customer—purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees as follows:

- **New Hardware Products and Accessories** — All new hardware, accessories, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within thirty days from the date on the packing slip or invoice. To return applications software or an operating system that has been installed by Dell, you must return the entire computer. A different return policy applies to nondefective products purchased through Dell's Software and Peripherals division by customers of our Small and Medium Business divisions. Those products may be returned within thirty days from the date on the packing slip or invoice, but a fifteen percent (15%) restocking fee will be deducted from any refund or credit. The "Total Satisfaction" Return Policy and Software and Peripherals division return policy are not available for Dell | EMC storage products, EMC-branded products, or enterprise software.

- **Reconditioned or Refurbished Dell-Branded Hardware Products and Parts** — All reconditioned or refurbished Dell-branded server and storage products may be returned within thirty days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen days of the date on the packing slip or invoice.

To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation (or [www.dell.com/us/en/gen/contact.htm](http://www.dell.com/us/en/gen/contact.htm)) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

## **Limited Warranty Terms for Dell-Branded Hardware Products (Canada Only)**

### **What is covered by this limited warranty?**

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

### **What is not covered by this limited warranty?**

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, or the reloading of the software
- Non-Dell branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE. DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN PRODUCT IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT, FOR THE TERM OF THE WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. SOME PROVINCES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS. THEREFORE, THE FOREGOING EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS WARRANTY STATEMENT OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### **How long does this limited warranty last?**

This limited warranty lasts for the time period indicated on your packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the terms and availability of limited warranties, at its discretion, but any changes will not be retroactive (that is, the warranty terms in place at the time of purchase will apply to your purchase).

## What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell service tag number or order number available.

<b>Individual Home Consumers; Home Office and Small Business Customers:</b>	<b>Canada Only</b>
Technical Support and Customer Service	1-800-847-4096
<b>Medium, Large, and Global Commercial Customers; Government, Education, and Healthcare Customers; and Value Added Resellers (VARs):</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463
<b>Government or Education Customers, or Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463 (Extension 8221 for Individual Consumers)
<b>Dell-Branded Memory</b>	1-888-363-5150

## What will Dell do?

**During the 90 days of the 90-day limited warranty and the first year of all other limited warranties:** During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in Canada. Otherwise, we will ship the product to you freight collect.

If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years following the first year of all limited warranties:** We will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within thirty days after we ship the replacement part to you. If we do not receive the original part within thirty days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in Canada. Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

### **What if I purchased a service contract?**

If your service contract is with Dell, service will be provided to you under the terms of the service contract. Please refer to that contract for details on how to obtain service. Dell's service contracts can be found online at [www.dell.ca](http://www.dell.ca) or by calling Customer Care at 1-800-847-4096. If you purchased through us a service contract with one of our third-party service providers, please refer to that contract (mailed to you with your packing slip or invoice) for details on how to obtain service.

### **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

### **What do I do if I am not satisfied?**

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at [www.arb-forum.com/](http://www.arb-forum.com/), or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405.

### **May I transfer the limited warranty?**

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- For Canada-purchased computers (in-country transfers) and to transfer from one customer to another, go to [www.dell.ca/ca/en/gen/topics/segtopic\\_ccare\\_nav\\_013\\_ccare.htm](http://www.dell.ca/ca/en/gen/topics/segtopic_ccare_nav_013_ccare.htm)
- For out-of-country transfers (outside of the original country of purchase), go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_016\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_016_ccare.htm)



If you do not have Internet access, call Dell at 1-800-847-4096 (Home Consumer customers) or 1-800-326-9463 (Corporate Commercial or Government customers).

## **"Total Satisfaction" Return Policy (Canada Only)**

If you are an end-user customer who bought new products directly from Dell, you may return them to Dell up to 30 days after you receive them for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from Dell, you may return them to Dell within 14 days after the date on the packing slip or invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your packing slip or invoice and will be subject to a fifteen percent (15%) restocking fee, unless otherwise prohibited by law. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service at 1-800-847-4096 to receive a Credit Return Authorization Number. To expedite the process of your refund or credit, Dell expects you to return the products to Dell in their original packaging within five days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the sealed package containing the floppy disk(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want to return, for refund or credit only, either application or operating system software that has been installed by Dell, the whole system must be returned, along with any media and documentation that may have been included in the original shipment.

The "Total Satisfaction" Return Policy does not apply to Dell | EMC storage products. It also does not apply to products purchased through Dell's Software and Peripherals division. For those products, please instead refer to Dell's Software and Peripheral's then-current return policy (see the following section, "Dell Software and Peripherals (Canada Only)").

## **Dell Software and Peripherals (Canada Only)**

### **Third-Party Software and Peripherals Products**

Similar to other resellers of software and peripherals, Dell does not warrant third-party products. Third-party software and peripheral products are covered by the warranties provided by the original manufacturer or publisher only. Third-party manufacturer warranties vary from product to product. Consult your product documentation for specific warranty information. More information may also be available from the manufacturer or publisher.

While Dell offers a wide selection of software and peripheral products, we do not specifically test or guarantee that all of the products we offer work with any or all of the various models of Dell computers, nor do we test or guarantee all of the products we sell on the hundreds of different brands of computers available today. If you have questions about compatibility, we recommend and encourage you to contact the third-party software and peripheral product manufacturer or publisher directly.

## **Dell-Branded Peripheral Products**

Dell does provide a limited warranty for new Dell-branded peripheral products (products for which Dell is listed as the manufacturer) such as monitors, batteries, memory, docking stations, and projectors). To determine which limited warranty applies to the product you purchased, see the Dell packing slip or invoice and/or the product documentation that accompanied your product. Descriptions of Dell's limited warranties are described in preceding sections.

## **Return Policy**

If you are an end-user customer who bought Dell Software and Peripherals products directly from a Dell company, you may return Dell Software and Peripherals products that are in as-new condition to Dell up to 30 days from the date on the packing slip or invoice for a refund of the product purchase price if already paid. This refund will not include any shipping and handling charges shown on your packing slip or invoice; you are responsible for those.

To return products, you must call Dell Customer Service at 1-800-387-5759 to receive a Credit Return Authorization Number. You must ship the Dell Software and Peripherals products back to Dell in their original manufacturer's packaging (which must be in as-new condition), prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

To qualify for refund or replacement, returned products must be in as-new condition, software products must be unopened, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it.

## **One-Year End-User Manufacturer Guarantee (Latin America and the Caribbean Only)**

### **Guarantee**

Dell Computer Corporation ("Dell") warrants to the end user in accordance with the following provisions that its branded hardware products, purchased by the end user from a Dell company or an authorized Dell distributor in Latin America or the Caribbean, will be free from defects in materials, workmanship, and design affecting normal use, for a period of one year from the original purchase date. Products for which proper claims are made will, at Dell's option, be repaired or replaced at Dell's expense. Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing repairs and building replacement products.

### **Exclusions**

This Guarantee does not apply to defects resulting from: improper or inadequate installation, use, or maintenance; actions or modifications by unauthorized third parties or the end user; accidental or willful damage; or normal wear and tear.

## **Making a Claim**

Claims must be made in Latin America or the Caribbean by contacting the Dell point of sale within the guarantee period. The end user must always supply proof of purchase, indicating name and address of the seller, date of purchase, model and serial number, name and address of the customer, and details of symptoms and configuration at the time of malfunction, including peripherals and software used. Otherwise, Dell may refuse the guarantee claim. Upon diagnosis of a warranted defect, Dell will make arrangements and pay for ground freight and insurance to and from Dell's repair/replacement center. The end user must ensure that the defective product is available for collection properly packed in original or equally protective packaging together with the details listed above and the return number provided to the end user by Dell.

## **Limitation and Statutory Rights**

Dell makes no other warranty, guarantee or like statement other than as explicitly stated above, and this Guarantee is given in place of all other guarantees whatsoever, to the fullest extent permitted by law. In the absence of applicable legislation, this Guarantee will be the end user's sole and exclusive remedy against Dell or any of its affiliates, and neither Dell nor any of its affiliates shall be liable for loss of profit or contracts, or any other indirect or consequential loss arising from negligence, breach of contract, or howsoever.

**This Guarantee does not impair or affect mandatory statutory rights of the end user against and/or any rights resulting from other contracts concluded by the end user with Dell and/or any other seller.**

### **Dell World Trade LP**

One Dell Way, Round Rock, TX 78682, USA

**Dell Computadores do Brasil Ltda (CNPJ No. 72.381.189/0001-10)/**

**Dell Commercial do Brasil Ltda (CNPJ No. 03 405 822/0001-40)**

Avenida Industrial Belgraf, 400

92990-000 - Eldorado do Sul – RS - Brasil

### **Dell Computer de Chile Ltda**

Coyancura 2283, Piso 3- Of.302,

Providencia, Santiago - Chile

### **Dell Computer de Colombia Corporation**

Carrera 7 #115-33 Oficina 603

Bogota, Colombia

### **Dell Computer de Mexico SA de CV**

Paseo de la Reforma 2620 - 11° Piso

Col. Lomas Altas

11950 México, D.F.

# Dell Computer Corporation

## Ink and Toner Cartridges Limited Warranties

The following sections describe the limited warranty for ink and toner cartridges for the U.S., Canada, and Latin America. Refer to the appropriate limited warranty accordingly.

### Ink and Toner Cartridges Limited Warranty (U.S. and Canada Only)

Dell Computer Corporation warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge and that for genuine Dell-branded ink cartridges they will be free from defects in material and workmanship for two years beginning on the date of invoice. If this product proves defective in either material or workmanship, it will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to ink or toner cartridges that have been refilled or improperly stored or due to problems resulting from misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

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